

Job Description

Support Worker – Maternity Cover

- Job purpose:** To assist the Support Work Manager in providing the day-to-day running of Action Foundation's supported accommodation projects, through one to one support to clients.
- Reporting to:** Support Work Manager
- Experience of working:** Clients support work and case management
- Hours:** 35 Hours per week
- Location:** To operate from Newcastle and Gateshead with some local travel including to client properties
- Contract:** Temporary (Maternity Cover – 6 months minimum)
The role includes taking part in an on call rota (1 week in 4)
- Salary scale:** £23,755 - £26,227 per annum plus 6% pension contribution plus out of hours payments starting from £75 per week
- Annual leave:** 28 days annual leave + bank holidays (pro rata). Flexi leave system

Organisational context

Action Foundation is an award-winning charity that supports and empowers asylum seekers, refugees and migrants in the North East to overcome immediate barriers, integrate with the community, and build skills for the future. The charity delivers its services across the Tyne & Wear region with our main offices being in Newcastle Centre, close to the quayside. Having been established for over 18 years the charity has grown to support over 2,000 people a year with approximately 100 volunteers, 27 staff and a turnover in excess of one million pounds.

Duties and Responsibilities:

The Support Worker will provide:

Client Support Work including needs assessment, support planning and risk management around:

- Maximising income and financial stability including welfare benefits (including UC and Housing Benefit), supporting with employability and volunteering options, ESOL and college options
- Timely recording of all notes and actions related to client support and progress made using the In-form case management system
- Support with health care and wellbeing, increasing social networks and supporting with integration
- Accompanying clients to appointments, advocating on their behalf to enable them to access appropriate support
- Strong engagement with other support agencies and preparing clients for independent move-on
- Regular one to one support sessions with clients to build trust and positive working relationships, encouraging feedback and engagement

The above is not an exhaustive list of duties but a key summary of the main responsibilities of this post.

Tenancy Support working with clients to help them to:

- Adhere to the requirements of their occupancy agreement with Action Foundation
- Prepare for independent living, gaining skills around tenancy and property management
- Manage their income and ensure Housing Benefit and personal service charges are paid regularly
- These responsibilities require systematic recording of all notes and actions related to client support and tenancy management

General

- Embrace equality, diversion and inclusion, being sensitive to cultural, religious and other differences.
- Attend training sessions and keep knowledge up to date to maintain ongoing professional development
- To build and maintain positive working relationships internally and with external stakeholders in order to signpost and refer clients for specialist support
- Work in line with Action Foundation's policies and procedures making full use of the In-form - case management system
- To work as part of a team and take responsibility for your own workload.
- To actively participate in all appraisals, supervisions, team meetings, clinical supervisions and reflective practice.
- To fulfil any other duties deemed reasonable by the Accommodation Services Manager or Support Work Manager.

Personal Specification/Key Competencies

Knowledge/Experience:

Action Foundation is looking for applicants who can evidence knowledge and/or experience working in the following areas:

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| ▪ Managing a caseload of support work | Desirable |
| ▪ Trauma informed practice | Desirable |
| ▪ Supporting and empowering vulnerable clients | Desirable |
| ▪ Managing client confidentiality | Essential |
| ▪ Understanding the need to maintain safe professional boundaries | Essential |
| ▪ Safeguarding and health and safety | Essential |
| ▪ Supporting clients to secure settled move-on accommodation | Desirable |
| ▪ Working with interpreters and those speaking English as a second language | Desirable |
| ▪ Awareness of the issues facing asylum seekers and refugees | Desirable |

Skills/Abilities:

In addition to the above we want applicants to provide examples as to how they satisfy the following criteria:

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| ▪ Able to use own initiative to solve problems | Essential |
| ▪ Good ICT skills | Essential |
| ▪ Good written and verbal communication skills | Essential |
| ▪ Work well in a team | Essential |
| ▪ Co-operative approach to working with other organisations and networks to maintain strong, positive partnership working | Desirable |
| ▪ Excellent administration skills | Essential |
| ○ Strong interpersonal skills. | Essential |
| ○ Ability to manage time well and prioritise workload effectively | Essential |

Other:

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| ▪ A genuine desire to support people seeking asylum and refugees | Essential |
| ▪ To be part of an out of hours on-call arrangement (1 week out of 4) | Essential |
| ▪ A full driving licence | Desirable |

This post would require a DBS check and the taking up of two references.